

Development Applications

Q: *Can I still submit Development Applications and other relevant paperwork?*

A: Yes. Council's Planning office at 136 Church Street is now open from 8.30am to 4:30pm Monday to Friday with physical distancing restrictions in place. Alternatively, you can email all paperwork to council@gisc.nsw.gov.au or via post at PO Box 61 Glen Innes NSW 237 and a member of our planning team will contact you to discuss your application.

Q: *If I want to buy or sell a property can my solicitor still get the certificates that are necessary?*

A: Yes. The application can be completed and emailed to council@gisc.nsw.gov.au and payment can be made via EFTPOS or direct debit.

Landfill and Waste Collection

Q: *Are all services open at Glen Innes Landfill?*

A: Glen Innes Landfill and Recycling facilities are open. We strongly encourage payments at these facilities to be EFTPOS transactions. The Trash to Treasure shed is closed until further notice.

Q: *Are the village Landfills open?*

A: The village landfills are still open as usual.

Q: *Will my garbage and recycling bins still get collected each week and fortnight?*

A: Yes. There is no change to the collection service of garbage and recycling.

Q: *What do I do if my bins are stolen or damaged?*

A: Please call Church Street (02) 6730 2350 to make arrangements for bin replacement.

Rangers

Q: *Do I still need to register and microchip my dog?*

A: Yes. The electronic forms are available on the Council website and payment for registrations can be made by calling Church Street office on (02) 6730 2350 to pay via EFTPOS over the phone.

Q: *Is the Pound open?*

A: Yes. The pound is open by appointment only. Please call the Rangers 0417 890 89

Q: *Can I still surrender or collect an impounded a dog?*
A: Yes. There are new procedures under COVID-19 guidelines. Please call 0417 890 889 and the Rangers will talk you through this process.

Q: *What do I do if my pet is sick?*
A: If a person owns or cares for an animal that needs veterinary attention and that person is in quarantine or isolation they should be advised to make telephone contact with their local veterinarian for advice about what to do.

Q: *Is the after hours Ranger number available?*
A: Yes. For out of hours emergencies which include dog attacks and stock on the road, the Ranger on call emergency number is 0417 890 889.

Parks, Playgrounds and Cemeteries

Q: *Can I still walk in the park?*
A: Under the current guidelines, you can still walk in the park but at the appropriate physical distance of others.

Q: *Can I walk my dog in the park?*
A: Yes. Provided the dog is on a leash or walked in the designated off leash areas and walkers are observing physical distancing guidelines.

Q: *Can my children play on the equipment?*
A: Yes. As guided by the Government you should exercise caution and practice hand washing/sanitizing routines before and after use or wipe surfaces before and after use to risk the spread of the virus.

Q: *Is the Skate Park Open?*
A: Yes. As guided by the Government you should exercise caution and practice hand washing/sanitizing routines before and after use or wipe surfaces before and after use to risk the spread of the virus.

Q: *Can I use the gym equipment in the park?*
A: Yes. As guided by the Government you should exercise caution and practice hand washing/sanitizing routines before and after use or wipe surfaces before and after use to risk the spread of the virus.

Q: *Is the cemetery still open?*
A: Yes. Glen Innes and village cemeteries remain open during normal hours. Physical distancing still be observed and limited to two (2) people together. (Funerals have different restriction guidelines)

Economic Development & Tourism

Q: *How can my business get the most up to date information?*
A: Sign up to the Economic development newsletter - www.gleninneshighlands.com/invest,

Read previous versions – www.gleninneshighlands.com/news.

Q: *Who can I talk to for business support and information?*

A: Please contact Council's Manager of Economic Development, Ms. Margot Davis on 6730 2403 or mdavis@gisc.nsw.gov.au.

New initiatives will be communicated through the above newsletter so make sure you are signed up.

Q: *Is the Visitor Information Centre Open?*

A: Yes. However, our building is closed to the public. You can make enquiries by calling (02) 6730 2400 or email tourism@gisc.nsw.gov.au

Q: *Can I still buy from the Visitor Information Centre?*

A: Yes, you can purchase products including local producers, artists and small businesses via our online shop - www.gleninneshighlands.shop

Q: *Are the Bus Services Open?*

A: Yes, you should call Trainlink on 13 22 32 and online <https://transportnsw.info/regional-bookings/>

Q: *How do I get a ticket for bus/train transportation?*

A: You need to call Trainlink direct on 13 22 32 or online - <https://transportnsw.info/regional-bookings/>.

Public transportation from New South Wales to Queensland is currently suspended. Services will stop at Tweed heads.

Q: *Are New England Coaches still operating?*

A: No, their services are suspended until further notice - <https://www.newenglandcoaches.com.au/>